



Flyers Jan 2022 Guide





Welcome

This guide has been prepared by Autism Double-Checked to assist parents and caregivers of passengers with ASD when flying with LATAM.

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About this Guide

The information given applies to autistic children and adults. For autistic adults travelling alone, please interpret it that you are your own caregiver.

The objective is to give advance information about sensory and other issues that may need extra consideration for passengers with ASD. The Guide gives information about the nature of these issues and guidance for how to best handle them.

Due to the wide variety of issues that may arise for individuals with ASD, such guidance is general in nature. If you encounter something that is not covered in this guide, please seek the help of a LATAM Airlines staff member.

Throughout this Guide, we will make use of the Sensory Issue Advisory Triangles seen opposite. Each Advisory Triangle is cross-referenced to the appropriate section in the Guide.



Safety



Crowds



**Waiting
or Duration**



Noise



**Body
Awareness**



**Heat or
Cold**



Light



**Taste or
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**Fine
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Important General Airport Information

LATAM Airlines operates in 95 cities in the Americas, Europe and Oceania.

We will give you the necessary assistance when you board, during your flight and when you arrive at your destination. You'll have access to a special services counter at the airport, priority boarding and priority baggage reclaim on international and domestic flights within Brazil, Peru and Chile.

If you are unable to understand safety instructions, meet your own basic needs or evacuate the airplane in the event of an emergency, you must travel with a companion. We request that you travel accompanied by someone over the age of 18 who can communicate with the crew and assist you during the trip.

Assistance for your trip can be requested through our Contact Center. The contact forms available for each country are available at <https://www.latamairlines.com/us/en/about-latam/contact-center>

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Preparing for Your Flight

Make use of the company website at: www.latam.com.

Download and use the Flyer's Guide from the website.

Be sure to book those services that you need for your special passenger.



Crowds

In general terms the months of December, January and July are the busiest and the months of April, May and June are the quietest.

In general terms, Monday and Fridays are the busiest days of the week and Sunday, Saturday and Tuesday are the quietest.

Passengers who have problems with crowds may wish to take this information into account when planning a flight and in addition may call LATAM Airlines for advice on times of day that may be least crowded.



Heat or Cold

All airport facilities and all LATAM aircraft are climate controlled. Temperatures are set to levels that should be acceptable to anybody that does have heat or cold sensitivity.

In flight, people who have problems with either heat or cold may need to take the same precautions as they normally do on the ground by bringing things like hand-held fans, cold packs or insulating blankets.



Waiting or Duration - Online check-in is available

It is recommended that you utilize this service whenever you can. You can check in online starting 24 hours prior to scheduled departure time. If you are unable to do so, please allow extra time for checking in at the ticket counter and know that the counter closes 60 minutes prior to departure time.

Long lines may build up at security check points.

Passengers may wish to contact the airport for estimates of current wait times. You may wish to extrapolate these, with care, for your journey.



Noise

Most airports have high volumes of noise. This may be even more noticeable when in areas with very high ceilings.

If you do not get the opportunity to practice going through the airport, you may still wish to practice visiting buildings that have high ceilings and increased sound volume.

Unfortunately, higher volumes of noise cannot be avoided when flying. If your child is very sensitive to noise, you probably already have noise-cancelling headphones. If your child has less sensitivity but has occasional trouble with noise, try using the headphones in advance so you can be sure that they will be tolerated.

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Body Awareness

While anybody may feel some discomfort if and when internal organs “inflate” due to the reduced pressure in the airplane, a child who already has gastro-intestinal (GI) issues may experience extra problems. Speak to your physician ahead of time about suitable remedies.

During flight, particularly on ascent and descent, changes in pressure may cause ears to “pop” or just give general discomfort during pressure adjustment.

Practice all possible techniques for dealing with this that are not already understood by your child. You won't know, until you are in the air, which ones are going to work, so you need your child to be familiar with all of them. (See “During the Flight” section for details).

Try EarPLanes™ in advance to see if they are tolerated. Additionally, you should see if chewing gum, sucking hard candy or sipping through a straw (particularly from a juice box) can be tolerated. Take all tolerated remedies with you.

It is generally recommended that you seat autistic passengers away from the aisle and towards the front of the aircraft. If your party is large enough, it may also be of benefit to have a family member seated directly in front of your autistic child.

Call LATAM Airlines for the desired seat assignments, either as above or in the configuration that you feel will best suit your child. LATAM will waive the normal charges for advanced seat assignment.

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Packing

Your choice between checked or carry-on will depend upon how much baggage you wish to take along, the convenience of having some things with you at all times versus the inconvenience of having to bring a given item everywhere and, of course, the costs. Make as much use of the one personal item per person as you can.

Things that you may need to pack in your ‘personal item’:

- iPad or similar
- iPod or similar for music, if not using the above
- Electronic games that your child likes
- Headphones for all of the above.
- Non-electronic games and activities - for those periods when electronic devices are not allowed. This can be anything that you know your child will like that is sufficiently portable.
- Extra sweater and/or blanket if your child is sensitive to cold. Cold pack, if sensitive to heat.
- If your child is sensitive to strange smells, bring tissues or a handkerchief with acceptable perfume/odor: Strongly flavored snacks may also work for this.
- Wipes, if your child likes to touch everything.
- Gum, hard candy, straws and/or juice boxes, EarPlanes™ (See “During the Flight” for details).
- Medications should always be carried in carry-on, never in checked bags. Have an extra supply in case something is dropped or lost.
- Snacks. Although snacks, including some gluten-free may be available for purchase on board, it will still help to have a good supply of your child’s favorite.

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Checking in (before security) and Boarding (after security)



Waiting or Duration (check-in)

Online check-in is recommended – it will save time.

Even with online check-in, arrive at least two hours early and allow plenty of time for the security process.



Waiting or Duration (gate)

Your child may be more comfortable if you are among the first to board.

Identify yourself to the gate agent as soon as you can and request priority boarding.



Body Awareness (gate)

Being comfortably seated before other passengers are passing along the aisle may also be less disturbing for your child. If you have them in a middle or window seat, they won't be disturbed by people brushing past them.

Identify yourself to the gate agent (see above).

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Security Screening

Airport screening agents may not have been trained to assist passengers with special needs. Identify yourself to the agent and let them know that you are traveling with a special-needs passenger. Outline any sensory issues that you think might create difficulties for your child.



Waiting or Duration

The line may be long and slow-moving.

Ask the security agent for priority in getting to the front of the line and minimizing accidental bumping into strangers.



Body Awareness

In many airports screening utilizes full body scanners. These can only accommodate one person at a time which may be distressful for some children.

If you feel that your child may have difficulties in the scanner, discuss alternatives with the security officer. CAUTION. The standard alternative to the body scanner is a pat down search. Since this may also be difficult for your child, be sure to look at all possible alternatives with the officer.



Noise

Aside from background noise, there is a possibility of bells/alarms being sounded with no notice.

Even those with moderate noise sensitivity may benefit from the use of noise cancelling headphones. If you are asked to remove them, explain this concern and to have the removal be as short of a time as possible. You must also explain to your child in advance that they will have to empty their pockets and temporarily hand over phones, iPads or favorite toys.

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During the Flight

Please speak to a flight attendant after boarding to ensure any special requests or just to let them know that you are traveling with an autistic person and may need their help.



Safety

Everybody is required to wear a seatbelt during taxiing, take off, landing and turbulence, and preferably throughout the entire flight.

Based on the experience with car seatbelts your child will probably find the lap belt familiar. If you have concerns that they may wriggle out of the regular belt, you may use a CARES Safety Harness. CARES is an FAA approved restraint for children weighing between 10 and 20 kg (22 and 44 lb.), consisting of a harness to be adjusted around the back of the seat, and fastened onto the aircraft seat belt, holding the upper part of the body securely in place. CARES is not offered by LATAM as an SSR, but may be brought by the passenger as an alternative to a CRS. It is approved for aeronautical use only, and may contain a tag reading "FAA Approved in Accordance with 14 CFR 21.8(d), Approved for Aircraft Use Only" or "FAA Approved in Accordance with 14 CFR 21.305(d), Amd 21.50 6-9-1980, Approved for Aircraft Use Only" on it.

The cabin crew shall inform the seats where CARES can be installed.

Please go to: <http://kidsflysafe.com/instructions/cares-for-special-needs-flyers/> for further information.

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Heat or cold

Cabins are climate controlled to a temperature that is comfortable for most people.

You may wish to bring extra layers for a child that is sensitive to cold. If your child is sensitive to heat they may need to wear their lightest clothing. You could also have a cold pack on hand, a portable fan or both.



Waiting or duration

While many flights are of short duration, they still involve sitting in the seat for all, or most of the trip.

On all services, LATAM features video entertainment on seatbacks or by connecting to the LATAM Play Wi-Fi network on a mobile device. If the system presents any inconvenience, it is important to have plenty of activities that will hold your child's attention. Many parents introduce a new activity every 20 minutes but you should judge this based upon your knowledge of your child. Make sure that some of the activities are non-electronic for the times when electronic devices are not permitted.



Noise

LATAM Aircraft do have extra sound insulation. Even then, especially during takeoff and landing flying can be relatively noisy.

Even children who have moderate noise sensitivity may benefit from the use of noise cancelling headphones.

Encourage your child to use the bathroom when the seatbelt sign is off as they will not be able to do so when it is illuminated. If your child needs to use the bathroom, be alert to the loud sucking noise that some airplane toilets make when flushed.

It may make sense to have your child exit the bathroom first and for you to flush after they leave.

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Please speak to a flight attendant after boarding to ensure any special requests or just to let them know that you are traveling with an autistic person and may need their help.



Body Awareness

Be prepared ahead of time for cabin pressure changes. These mostly occur during ascent and descent but can happen at any time: Your child may be more sensitive to such events than you are.

If your child will tolerate EarPlanes™, place them in advance of takeoff and try to keep them there until you have landed.

If your child doesn't tolerate them or if they seem ineffective, keep trying possible remedies until you find which works for them on the day. (See Preparing for your flight for some suggestions).

Remember that the solution that works best may vary between outbound and return flights.

Once the "Fasten Seatbelt" light is off, you are allowed to take a walk around the aircraft with your child.

You should walk around if you think that this will help your child with the inactivity of sitting. On the other hand, if your child is happy and content in their seat, you may not want to disturb them.



Taste or smell

A supply of snacks and drinks is available on most flights.

If your child has very particular 'favorites' of either, it will be advisable to bring your own supply particularly if your child has any special dietary needs.

If your child does get distressed at any time during the flight, remind the flight attendant of your earlier conversation and let them do the explaining to other passengers that your child has autism and is not just misbehaving.

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Arrival



Body Awareness

Deplaning can involve a disorganized line waiting to get off and very close proximity to other passengers and bags waiting for their turn.

If you feel your child may be disrupted by other passengers leaving, you may choose to remain seated and deplane last.



Noise

Your arrival airport will have similar noise levels to that of your departure airport.

Even those with moderate noise sensitivity may benefit from the use of noise cancelling headphones.

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Lost Person Help



Safety

Airports are generally very big places with numerous possible sensory issues. Be alert to the possibility of your child becoming alarmed and trying to run off. If this does happen:

- Immediately report it to a LATAM staff member or airport security personnel and ask them to issue an alert to all who may be able to assist in searching.
- Give them as much information as possible including; gender, age, race, clothing being worn, last known location and direction of travel, if known, and the child's communication abilities (verbal/non-verbal/understands verbal communication etc.).
- It is recommended that you have a recent photo available on your mobile device so that you can share that with the LATAM team.
- Stay at the check-in desk or gate. This will enable the LATAM team to locate you as soon as your family member has been found.
- If you utilize an RF or GPS tracking system, inform the staff of this, contact your service provider and ask them to cooperate with the LATAM staff.

In normal circumstances GPS functions throughout the premises and there are no "blind spots".

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For Further Information

Further information about the Autism Double-Checked program can be obtained from:

Autism Double-Checked LLC
Web: www.AutismChecked.com
Phone: +1 (203) 750-0000

This Guide has been prepared to give as much information as possible so that parents and caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter any sensory challenge(s) that has not been addressed, please contact Autism Double-Checked with any suggested inclusions.



 *Thank you!*